

Careers Education, Information, Advice & Guidance (CEIAG) Policy

Purpose

At Woodspeen Training & Jarvis Training Management, we believe every learner deserves the chance to shape their future with confidence and ambition. This policy sets out our commitment to providing high-quality, impartial, and personalised careers education, information, advice, and guidance (CEIAG).

Our approach is built on empathy, professionalism, and a genuine belief in each learner's potential. We're here to help them make informed decisions about their training, career goals, and personal aspirations—and to support them every step of the way.

Our Approach

We deliver CEIAG that is:

Personal – Every learner is unique. We tailor our advice and guidance to their individual needs, circumstances, and ambitions, helping them reflect, grow, and take ownership of their career journey.

Passionate – We inspire and motivate learners to explore opportunities with confidence. By raising aspirations and nurturing curiosity, we encourage a love for lifelong learning and career success.

Professional – Our trained staff deliver advice with integrity, accuracy, and care. Learners can trust us to provide up-to-date, impartial guidance that helps them make confident and appropriate choices aligned with the world of work.

We're equally committed to supporting our own team members with CEIAG to help them grow their careers with us.

Objectives

We will:

✓ Ensure every learner, including those with specific needs (SEND), receives tailored support that promotes inclusion and equity.

- ✓ Deliver careers education in varied, engaging ways—through meaningful experiences with employers, visits to workplaces, career fairs, community projects, and high-quality digital tools.
- ✓ Use technology to enhance (not replace) personal connections, aligning with the Gatsby Benchmarks for impactful learner encounters.
- ✓ Continuously update our CEIAG provision to reflect changes in legislation, labour market trends, and learner needs.
- ✓ Support learners to build on their prior achievements and experiences, using these as a springboard for their next steps.
- ✓ Improve retention, progression, and destination tracking to ensure learners achieve their intended outcomes.
- ✓ Actively seek feedback from learners, parents, employers, and partners to strengthen and improve our CEIAG services.
- ✓ Work closely with parents and carers where appropriate, recognising their important role in supporting learners' journeys.

How We Deliver CEIAG

We embed careers education and guidance throughout the learner journey:

At Every Stage – From initial contact to post-completion, we provide support that empowers learners to make independent, informed choices.

With Employers – We help employers understand their role in supporting learners' development and aligning training with career aspirations.

By Skilled Staff – All staff delivering CEIAG are trained and qualified, ensuring learners receive professional, impartial, and up-to-date advice.

With Measurable Outcomes – We set clear benchmarks and KPIs for learner retention, progression, and personal development—not just qualification achievement.

Using Digital Tools – We use online platforms to deliver careers information, track progress, and support personalised reflection.

What CEIAG Means to Us

We define CEIAG as:

- **Careers Education** – Helping learners explore the world of work through curriculum content, employer visits, careers fairs, and work experience.
- **Information** – Providing clear, accessible facts and resources that encourage self-assessment and independent decision-making.
- **Advice** – Offering one-to-one support (in person or online) to help learners weigh options and understand their next steps.
- **Guidance** – Having in-depth, supportive conversations to uncover learners' aspirations, challenge unrealistic expectations, and signpost to alternative pathways when needed.

All our CEIAG is delivered confidentially, with full compliance to GDPR and a commitment to protecting learners' privacy—unless safeguarding concerns require us to share information.

Continuous Improvement

We don't stand still. To keep our CEIAG relevant and effective, we will:

- Review this policy annually and update it to reflect best practice and learner needs.
- Conduct annual self-assessments and use Quality Improvement Plans to drive enhancements.
- Act on feedback from learners, staff, and partners to improve the service we provide.
- Maintain our Matrix Standard accreditation through ongoing evaluation and development.

Review Process

This policy will be reviewed annually and updated as needed to ensure it continues to reflect our learners' needs and supports the delivery of excellent training programmes.